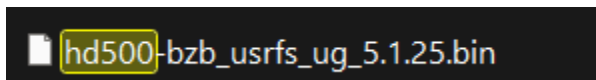


BG-VPTZ Firmware Update Guide

Before You Begin

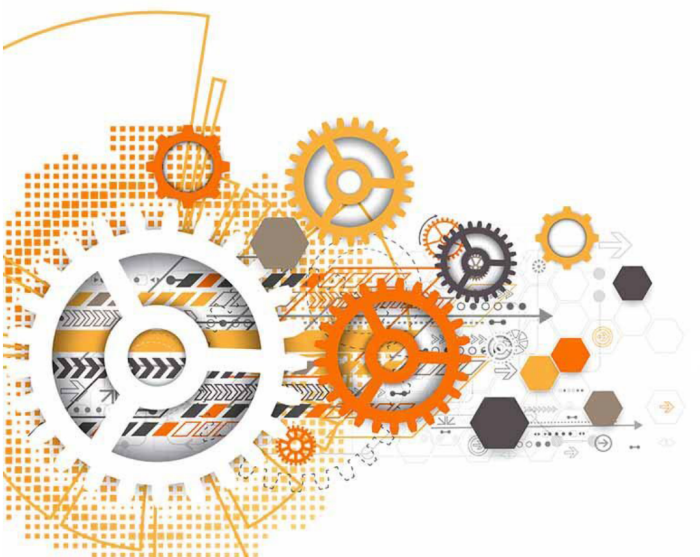
- Ensure the camera is powered on and connected to the same network as your computer.
 - Use a stable power source—do **not** disconnect power during the firmware update.
 - Download the correct firmware file for your specific BG-VPTZ model (NDI vs Non-NDI).
-

Step 1: Download the Firmware



Download the firmware file from the designated folder provided by BZBGear.
If the file is compressed, extract it before proceeding.

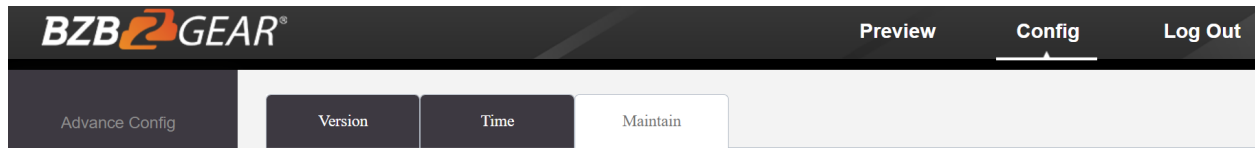
Step 2: Access the Camera Web Interface



Username

Password

1. Open a web browser and log in to the camera's web interface.
2. Navigate to **System Settings** → **Maintain**.



3. Locate the **Firmware Update** section.



Upgrade file

Browse

Upgrade

Step 3: Upload and Apply the Firmware



Upgrade file

hd500-bzb_usrfs_ug_5.1.25 (1).bin

Browse

Upgrade

1. Select the downloaded firmware file.
2. Click **Upload** or **Apply** to begin the update process.
3. Wait for the firmware upload and installation to complete.
4. The camera will automatically reboot once the update is finished.

Important: Do not power off the camera or close the browser during the update process.

Step 4: Perform a Factory Reset (Only recommended if you were experiencing issues with the camera before the update)

After the firmware update and reboot are complete:

1. Log back into the camera's web interface.
2. Perform a **Factory Reset** to ensure all firmware changes are applied correctly.

Step 5: Model-Specific Verification (BG-VPTZ-HSU3 Only)

If you are updating a **BG-VPTZ-HSU3** model:



1. Log back into the camera's web interface after the reset.
2. Navigate to **Menu** → **Video Out**.
3. Confirm that **UVC** and **Digital Audio** are both enabled.

Note: If the interface language changes after the update, please follow the steps below:

1. Log back into the Web GUI.
2. Navigate to the **Configuration** tab.
3. Click through the available configuration tabs until you are prompted to change the language to **English**.
4. Confirm the selection.

This process ensures the language setting is saved correctly and does not revert after reboot or refresh.